Scanner Maintenance

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Overview

Scanners must be maintained through regular cleaning and consumable part replacement. If cleaning and/or replacement does not happen, the following problems may arise:

- Pages not being fed into the scanner
- Scanner pulling more than one page at a time
- Error messages reminding to replace the pads or rollers

Consumable Replacement

The scanner separator pads and pick rollers should be replaced at least annually. The replacement component, part number, and replacement cycle of consumables are shown below. Be sure to give the appropriate part number when placing your order.

Scanner Model Number	Component / Part Number	Replacement Cycle
Fujitsu M-3091DC	Pad unit PA03209-F010	Every 12,000 sheets or annually
	Pick roller unit PA03209-F014	Every 50,000 sheets or annually
Fujitsu FI-4110CU	Pad unit PA03209-F010	Every 12,000 sheets or annually
	Pick roller unit PA03209-F014	Every 50,000 sheets or annually
Fujitsu FI-4120C	Pad unit PA03289-0003	Every 50,000 sheets or annually
	Pick roller unit PA03289-0001	Every 100,000 sheets or annually
Canon DR-3080C	Contact Access Services 800.543.8681	

There are two vendors supplying the replacement parts and consumables for the three Fujitsu models:

- **Supply Net** 800.735.4510
- **Cranel / Versitec** 800.727.2635

A second and third year Advanced Exchange Service for the **Fujitsu fi-4120C** scanner can be purchased for approx. $99. Contact Fujitsu at 800.626.4686 for more details.

Cleaning

SCANNER

The manufacturer's guide recommends cleaning the scanner daily. Proper maintenance can sustain the life of the scanner and improve the scanning process overall.

Clean the separator pad and feed roller frequently. Use a dry cloth or a cloth moistened with a small amount of neutral detergent or isopropyl alcohol.

Never use an organic solvent, such as paint thinner. Do not allow moisture to get inside the device during cleaning.

AUTOMATIC DOCUMENT FEEDER (ADF)

The ADF cleaning standards differ in respect with the different types of documents that are scanned. The rule of thumb is to clean the ADF when it has read approx. 1,000 pages. For example, frequent scanning of documents written in pencil tends to leave lead particles on the ADF resulting in slippery rollers.

Be attentive to the high temperature of the ADF's glass surface.

Document Feed Issues

The following section provides additional information on the causes and solutions for the most common document feed issues.

A. Multiple Page Feeding

Multiple pages are being fed into the scanner rather than one page at a time.

Problem	Resolution
Improper Document Preparation	Verify the documents do not contain staples, paper clips, glued binder edges, and is within the paper weight specifications for your scanner model.
Document Composition	The chemical composition of certain documents can cause multi-feeding. Test a scan using standard 20-pound copy paper if the chemical composition is in question.
Improper Scanner Settings	If the batch consists of varying paper sizes and / or color, verify the double feed length and / or thickness setting is turned off. Also verify that the paper thickness setting matches that of the documents being scanned. Change the automatic page thickness setting accordingly (reference the Operator's Guide for your scanner model).
Dirty Pad Assembly / Brake Roller	Clean the ADF thoroughly; pay particular attention to the pad assembly / brake roller using either the Fujitsu Scanner Cleaning Kit or 90% isopropyl alcohol, a lint free cloth, and Q-tips (reference the Cleaning and Maintenance Guide for your scanner model).
Worn Pad Assembly / Brake Roller	The pad assembly / brake roller is designed to serve as an abrasive to separate the pages in the ADF. Therefore, once it reaches the end of its wear life, they will need to be replaced (reference the Operator's Guide for your scanner model).
Weak or Broken Pad / Brake Roller Springs	The pad / brake roller springs apply the proper pinch pressure to feed only one page at a time. If the springs are weak or broken, the proper pinch pressure may not be applied causing multi-feeding to occur. Change or adjust the springs when the pad assembly is changed (reference the Operator's Guide for your scanner model).
Worn Pick Roller	The pick roller pulls the page into the ADF. It works in conjunction with the pad assembly to apply the proper pinch pressure to feed only one page at a time. If the pick roller is at the limit of its wear life, the proper pinch pressure may not be applied causing multi-feeding to occur. Change the pick roller (user replaceable models only).
Improperly Installed Consumables	Failure to properly install the pad assembly / brake and pick rollers may cause multi-feeding as well as other problems.
Hardware Failure	Component failure (service required).

Document Feed Issues, con't

B. Mis-Feed

The documents are not being fed into the machine.

Problem	Resolution
Improper Document Preparation	Verify the documents do not contain staples, paper clips, glued binder edges, and is within the paper weight specifications for your scanner model.
Document Composition	The chemical composition of certain documents can cause mis-feeding. Glossy and semi-glossy paper coatings are especially susceptible to mis-feeds. Test a scan using standard 20-pound copy paper if the chemical composition is in question.
Improper Scanner Setup	Failure to install the ADF sheet guide properly will cause mis-feeds. Verify the ADF is securely attached and in the correct position for scanner operation (reference the Operator's Guide for your scanner model).
Improper Scanner Settings	Change the paper-pick retry setting to low (productions models only).
Worn Pad Assembly / Brake Roller	The pad assembly / brake roller is designed to serve as an abrasive to separate the pages in the ADF. Therefore, once it reaches the end of its wear life, it will need to be replaced (reference the Operator's Guide for your scanner model).
Weak or Broken Pad / Brake Roller Springs	The pad / brake roller springs apply the proper pinch pressure to feed only one page at a time. If the springs are weak or broken, the proper pinch pressure may not be applied causing mis-feeding to occur. Change or adjust the springs when the pad assembly is changed (reference the Operator's Guide for your scanner model).
Worn Pick Roller	The pick roller pulls the page into the ADF. It works in conjunction with the pad assembly to apply the proper pinch pressure to feed only one page at a time. If the pick roller is at the limit of its wear life, the proper pinch pressure may not be applied causing mis-feeding to occur. Change the pick roller (user replaceable models only).
Improperly Installed Consumables	Failure to properly install the pad assembly / brake and pick rollers may cause mis-feeding as well as other problems.
Hardware Failure	Component failure (service required).

C. Torn, Creased, or Crumpled Documents

Paper documents are jammed in the machine and are tearing, creasing, or crumpling.

Problem	Resolution
Improper Document Preparation	Verify the documents do not contain staples, paper clips, glued binder edges, and is within the paper weight specifications for your scanner model. Scanning paper that is below the minimum paper weight specified for the ADF can result in paper damage.
Improper Scanner Settings	Verify the paper thickness setting matches that of the documents being scanned. Change or run the automatic page thickness setup accordingly (reference the Operator's Guide for your scanner model).
Dirty Pad Assembly / Brake Roller	Thoroughly clean the ADF, especially the pad assembly / brake roller using either the Fujitsu Scanner Cleaning Kit or 90% isopropyl alcohol, a lint free cloth, and Q-tips (reference the Cleaning and Maintenance Guide for your scanner model).
Worn Pad Assembly / Brake Roller	The pad assembly / brake roller is designed to serve as an abrasive to separate the pages in the ADF. Therefore, once it reaches the end of its wear life, it will need to be replaced (reference the Operator's Guide for your scanner model).
Weak or Broken Pad / Brake Roller Springs	The pad / brake roller springs apply the proper pinch pressure to feed only one page at a time. If the springs are weak or broken, the proper pinch pressure may not be applied causing possible document damage. Change or adjust the springs when the pad assembly is changed (reference the Operator's Guide for your scanner model).
Worn Pick Roller	The pick roller pulls the page into the ADF. It works in conjunction with the pad assembly to apply the proper pinch pressure to feed only one page at a time. If the pick roller is at the limit of its wear life, the proper pinch pressure may not be applied causing possible document damage. Change the pick roller (user replaceable models only).
Improperly Installed Consumables	Failure to properly install the pad assembly / brake and pick rollers may cause possible document damage.
Hardware Failure	Component failure (service required).

Document Feed Issues, con't

D. Skewed Images

The scanner may jam with the page stuck inside the scanner.

Problem	Resolution
Dirty Scanner	Thoroughly clean the scanner using either the Fujitsu Scanner Cleaning Kit or 90% isopropyl alcohol, a lint free cloth, and Q-tips (reference the Cleaning and Maintenance Guide for your scanner model).
Improper Document Preparation	Verify the documents do not contain staples, paper clips, glued binder edges, and is within the paper weight specifications for your scanner model. Also, verify there aren't any stickers / labels taped or glued to the document.
Document Composition	The chemical composition of certain documents can cause mis-feeding. Glossy and semi-glossy paper coatings are especially susceptible to mis-feeds. Test a scan using standard 20-pound copy paper if the chemical composition is in question.
Different Size Documents	Scanning documents with a combination of different lengths and widths in the same batch can cause skewed images.
Improper Scanner Setup	Failure to install the ADF sheet guide properly will cause skewed images. Verify the ADF is securely attached and in the correct position for scanner operation (reference the Operator's Guide for your scanner model).
Weak or Broken Pad / Brake Roller Springs	The pad / brake roller springs apply the proper pinch pressure to feed only one page at a time. If the springs are weak or broken, the proper pinch pressure may not be applied causing skewed images. Change or adjust the springs when the pad assembly is changed (reference the Operator's Guide for your scanner model).
Worn Pick Roller	The pick roller pulls the page into the ADF. It works in conjunction with the pad assembly to apply the proper pinch pressure to feed only one page at a time. If the pick roller is at the limit of its wear life, the proper pinch pressure may not be applied causing skewed images. Change the pick roller (user replaceable models only).
Improperly Installed Consumables	Failure to properly install the pad assembly / brake and pick rollers may cause skewed images as well as other problems.
Loose / Broken Sheet Guides	Ensure the sheet guides are snug against both sides.
Paper Path Blocked	Inspect the paper path of the scanner. Remove any foreign objects that may block the paper path.
Hardware Misalignment	ADF, feed rollers, or hopper is misaligned (service required).
Hardware Failure	Component failure (service required).